



FEMA

POSITION TASK BOOK FOR THE POSITION OF

National Qualification System
SHELTER FACILITIES SUPPORT TEAM LEADER
(TYPE 1)

SHELTER FACILITIES SUPPORT TEAM LEADER (TYPE 1)

1. Competency: Assume position responsibilities

Description: Successfully assume the role of Shelter Facilities Support Team Leader and initiate position activities at the appropriate time according to the following behaviors.

1a. Behavior: Establish effective relationships with relevant personnel

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Establish and maintain positive interpersonal and interagency working relationships: <ul style="list-style-type: none"> ● Outgoing incident staff or Shelter Management Team ● Local agencies ● Hosting shelter ● Policy group ● Public ● Supporting agencies ● Vendor 	E, F, I		

1b. Behavior: Gather, update, and apply situational information relevant to the assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
2. Collect information from outgoing Shelter Facilities Support Team Leader or other personnel responsible for the team: <ul style="list-style-type: none"> ● Information on incident relevant to the team's support activities ● Information on the organizational structure 	E, F, I		
3. Receive initial briefing from supervisor—one-on-one or in team meetings: <ul style="list-style-type: none"> ● Incident priorities, goals, and objectives ● Initial instructions concerning team priorities ● Expected time frames for briefings, planning meetings, and team meetings ● Any limitations and constraints that affect operations and strategies ● Review: <ul style="list-style-type: none"> ○ Incident plans ○ Shelter plan ○ Current national situation ○ Assigned resources and their status ○ Facility for shelter, including surrounding grounds and parking lot ○ Established and operating facilities ○ Anticipated incident duration, size, and type ○ Team responsibilities and expectations ○ ● Tour shelter facility, if already open 	E, F, I		

1c. Behavior: Successfully assume the role of Shelter Facilities Support Team Leader and initiate position activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
4. Relay, support, and maintain operational rhythm: <ul style="list-style-type: none"> ● Assist in preparation of a shelter support plan, gathering information from all appropriate shelter personnel to determine support needs ● Complete situation reports for the team related to the current operational phase 	E, F, I		

2. Competency: Communicate effectively

Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment.

2a. Behavior: Ensure documentation is complete and disposition is appropriate

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
5. Ensure incident documentation and administrative requirements are complete, according to the supervisor's direction: <ul style="list-style-type: none"> • Submit incident narrative to supervisor • Complete and submit activity log to Documentation Unit or appropriate personnel for each operational period • Ensure all personnel and equipment time records are complete and submitted at the end of each operational period 	E, F, I		
6. Ensure that a system is in place to track all expenses and financial commitments.	E, F, I		
7. Ensure the protection of Personally Identifiable Information (PII).	E, F, I		
8. Establish and implement systems to track donated materials and services to ensure accountability: <ul style="list-style-type: none"> • Support future recognition of donors • Document donor's point of contact (POC) information • Document size, amount, location, type, date, and of donation 	E, F, I		
9. Identify and document equipment loaned or rented to the shelter.	E, F, I		
10. Maintain an inventory of all shelter supplies and equipment, including donated items.	E, F, I		
11. Track expenditures of all supplies and equipment	E, F, I		

2b. Behavior: Develop and implement plans

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
12. Participate in the preparation of other relevant plans for the team: <ul style="list-style-type: none"> • Shelter support plan • Demobilization plan • Evacuation plan • Continuity of Operations (COOP) plan • 	E, F, I		

3. Competency: Ensure completion of assigned actions to meet identified objectives

Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established time frame.

3a. Behavior: Execute assigned tasks, assess progress, and make necessary adjustments

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
13. Arrange for regular cleaning of the shelter, including food preparation areas, feeding areas, dormitories, common areas, restrooms, and showers.	E, F, I		
14. Complete a preoccupancy inspection with facility representative.	E, F, I		
15. Coordinate with the Shelter Manager to identify accessible areas for: <ul style="list-style-type: none"> • Reception • Registration • Health and mental health services • Dormitory • Cafeteria • Child care • Recreation • Restrooms, bathrooms, shower facilities (resident and staff use) • Shelter Manager's office • Storage area for supplies • Other areas as necessary 	E, F, I		
16. Determine purchasing procedures with Shelter Manager and Logistics Unit.	E, F, I		
17. Ensure a process is in place to procure food, working with the Shelter Manager and Feeding Team Leader.	E, F, I		
18. Ensure facility complies with applicable Americans with Disabilities Act (ADA) regulations and accessibility guidelines	E, F, I		
19. Ensure security inside and outside the facility.	E, F, I		
20. Ensure that adequate numbers of toilets, showers, handwashing stations, and hygiene facilities are available in the shelter, including accessible units.	E, F, I		
21. Ensure that laundry facilities are available	E, F, I		
22. Ensure that regular trash removal and recycling services are in place.	E, F, I		
23. Ensure that the team promptly processes invoices for payment	E, F, I		
24. Establish procedures for controlling traffic and parking <ul style="list-style-type: none"> • Ensure accessible parking and entryway 	E, F, I		
25. Order additional supplies	E, F, I		
26. Order necessary materials, supplies and equipment to ensure support for residents with AFN.	E, F, I		
27. Order necessary materials, supplies, and equipment to ensure proper sanitation and personal hygiene.	E, F, I		

28. Prioritize work, while taking into account immediate support for the Shelter Manager and other Shelter Management Team leaders	E, F, I		
29. Secure equipment, supplies and materials belonging to the facility not available for use by the shelter.	E, F, I		

3b. Behavior: Plan for demobilization and ensure staff follow procedures

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
30. Coordinate with the AHJ to conduct a final inspection and return the facility to routine use: <ul style="list-style-type: none"> • Note any missing items or damaged portions of the facility, grounds, and parking lot 	E, F, I		
31. Ensure facility is clean and returned to preoccupancy condition; coordinate with Logistics Unit if additional costs are involved.	E, F, I		
32. Ensure the team provides all vendors and suppliers with final payment instructions, according to the Authority Having Jurisdiction's (AHJ) established system.	E, F, I		
33. Help develop, approve, and implement demobilization plan: <ul style="list-style-type: none"> • Coordinate with supervisor during development and implementation • Coordinate with appropriate partners regarding demobilization procedures • Coordinate team needs and responsibilities • Coordinate with supervisor for transfer or release of staff • Provide information to supervisor to assist with decisions on release priorities 	E, F, I		
34. Return all other supplies and equipment to their owners or the central storage facility; give the Shelter Manager and Logistics Unit a list of items returned.	E, F, I		
35. Return all rented or borrowed equipment and provide receipts to Shelter Manager and Logistics Unit.	E, F, I		
36. Verify inventory of facility equipment, supplies, and materials and determine reimbursement eligibility for any items used, damaged, or destroyed.	E, F, I		

4. Competency: Lead assigned personnel

Description: Influence, lead, and direct assigned personnel to accomplish objectives and desired outcomes in a potentially rapidly changing environment.

4a. Behavior: Identify opportunities and meet requirements to provide equal access and reasonable accommodation in all activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
37. Demonstrate knowledge and Use of inclusive, person-first language.	E, F, I		
38. Demonstrate the ability to assess and monitor for physical access, programmatic access, and effective communications access.	E, F, I		
39. Demonstrate the ability to identify opportunities for universal accessibility.	E, F, I		
40. Ensure shelter facility can accommodate persons with AFN:	E, F, I		
41. Promote a work environment that provides mutual respect and equal opportunity for all.	E, F, I		
42. Refer equal access, disability accommodations requirements, and access and functional needs (AFN) accommodations to appropriate personnel for resolution	E, F, I		